



DEPARTMENT OF ADMINISTRATIVE SERVICES
JOB OPPORTUNITY
Information Technology Analyst 2
NETWORK SERVICES DIVISION

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Open To: Open to candidates on a current examination list

Location: 55 Farmington Avenue, Hartford, CT

Job Posting No. 3893

Hours: 35 Hour Work Week

Salary: \$72,762 (EU28/1)

Closing Date: August 15, 2014

Eligibility Requirement: Candidates must have applied for and passed the Information Technology Analyst 2 exam and be on the current certification list promulgated by the Department of Administrative Services for this classification. State employees currently holding the above title or those who have previously attained permanent status may apply for lateral transfer.

The Department of Administrative Services is seeking a results-oriented team player with good leadership, communication and interpersonal skills for an IT Technical Analyst 2 position assigned to the Bureau of Enterprise Systems and Technology/Network Services Division in Hartford.

The Duties include:

- Provide on call support 7x24x365 rotational coverage associated to the 911 Network and the Public Safety Data Network (PSDN).
- Provide in field and remote trouble shooting associated to CPT600, CPT200 and CPT50 network devices and other optical network equipment.
- Configure, upgrade and maintain Cisco routers, switches and other network related equipment within the DAS/BEST legacy network.(i.e. WAN, Wireless Controllers).
- Implementation, configuration and 7x24x365 support of all routers and switches for 30+ MAN locations throughout the Hartford area.
- Configure and perform IOS upgrades on DESPP Cisco routers and other State agency equipment supported by Network Services.
- Knowledge of Infinistream and other sniffer capture software for analysis for DESPP site bandwidth consumption and troubleshooting, along with other State Agencies.
- Considerable knowledge and understanding of routing and switching protocols and hardware that support the states core data center, DESPP and over 800 other remote agency locations.
- Monitor the networks using network management tools (i.e. What's Up, IBM NetCool, Ciscoworks, NetFlow Tracker, Cisco Prime Central, Networking, Infrastructure and Provisioning.
- Assist with the implementation of the new customers on the state PSDN optical network essentially establishing a complete fiber ring throughout the state of CT utilizing ONS 15454 hardware connecting Dept of Emergency Services and Public Protection and other first responder locations.

Required Skills:

- CCNA Certified
- Ability to configure Cisco Routers & Switches
- Use of sniffers and Fiber optic cleaning equipment
- Working knowledge of Cisco ISE
- MS Access database

Preferred Skills:

- Excellent organizational skills and time management
- Ability to multitask

Knowledge, Skills, and Abilities:

Considerable knowledge of IT equipment and diagnostic tools; considerable knowledge of principles and techniques of systems analysis, design, development and programming; considerable knowledge of principles of information systems; considerable knowledge of principles and theories of business and planning functions; considerable knowledge of programming languages; considerable knowledge of capabilities of computer technology; knowledge of methods and procedures used to conduct detailed analysis and design of computer systems; knowledge of principles and techniques of software generation and programming; knowledge of practices and issues of systems' security and disaster recovery; knowledge of computer operating systems; knowledge of project management principles and techniques; knowledge of principles and techniques of business information systems re-engineering; considerable technical problem solving skills; considerable logic and analytical skills; considerable oral and written communication skills; considerable problem solving skills; interpersonal skills; project coordination skills; considerable ability to analyze, troubleshoot and resolve data communications problems; considerable ability to write, test and debug computer programs; considerable ability to use programming development tools; considerable ability to prepare manuals, reports, documentation and other written materials; considerable ability to identify, analyze and resolve complex business and technical problems; ability to analyze and debug complex software programs.

General Experience:

Six (6) years of experience in information technology (IT) operations, programming, systems/software development or another IT related support area.

Special Experience:

One (1) year of the General Experience must have been performing professional information technology work in one of the following areas:

1. Installation and support of microcomputer hardware, software and operating systems.
2. Analysis, design and development of information systems.
3. Network hardware and software installation and support.
4. Network hardware and/or software problem diagnosis and resolution.

NOTE: For state employees this is interpreted at the level of Information Technology Analyst 1.

Substitutions Allowed:

1. College training in management information systems, computer science or information technology related area may be substituted for the General Experience on the basis of fifteen (15) semester hours equalling six (6) months of experience to a maximum of four (4) years for a Bachelor's degree.
2. A Master's degree in management information systems, computer science or electrical engineering may be substituted for one (1) additional year of the General Experience.

Note: The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules.

Application Instructions: Interested and qualified candidates who meet the above requirements should submit a cover letter, a resume, a State Application (HR-12), and the last two service ratings to:

**DEPARTMENT OF ADMINISTRATIVE SERVICES
ATTENTION: LORRAINE VITTNER**

**55 Farmington Avenue
Hartford, CT 06105
Fax# (860) 622-2617
lorraine.vittner@ct.gov**

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.